





**Mayor's Action Center**  
Service Level Attainment Compliance  
June 2009

| Service Level Agreement | Target Performance | Current Performance  |                                   |
|-------------------------|--------------------|--|-----------------------------------|
| Speed to Answer Calls   | < :20              |  | In Compliance with Service Levels |
| Abandon Rate            | < 5%               |  | In Compliance with Service Levels |
| Time on Call            | < 2:30             |  | In Compliance with Service Levels |
| After Call Work         | < :40              |  | In Compliance with Service Levels |